HIPAA HIGHLIGHTS
August 2021

Protenus – Patient Privacy Monitoring

Protenus is a Privacy auditing tool that uses artificial intelligence to assess every access (electronic footprint) of a patient's chart. It alerts the Privacy Office of all possible inappropriate accesses.

Our Privacy cases are categorized as follows:

- ❖ Self Access
- ❖ Family Member
- ❖ Coworker
- ❖ VIP
- ❖ Questionable/Suspicious

Each case is analyzed and justified (the business reason for access is identified). However, each case does not require further investigation.

If the analysis cannot be justified and requires further investigation; the Privacy Office works with departmental managers and their respective Human Resource Business Partner to determine appropriate next steps.

If a sanction is warranted, the following can be imposed but not limited to:

- ⚠️ Counseling and re-education
- ⚠️ Letter of Expectation and re-education
- ⚠️ Written Warning and re-education
- ⚠️ Final Written Warning and re-education
- ⚠️ Termination

What can **YOU** do to prevent the distrust of management? The distrust of our patients?

NEVER use our Electronic Medical Record (EMR) when:

- ❖ Searching for an address or birth date of a friend or coworker
- ❖ Checking the medical status of a family member or friend
- ❖ Checking appointment times (for self or others)
- ❖ Concerned about a coworker that has been out sick
- ❖ Checking on a patient featured in the news

Accessing the chart of family, coworkers, or friends for any reason other than your assigned job role can cost you your job

Remember, our patients (especially parents, spouses, and adult children) rely on us to protect their information. You can make sure that happens by keeping your home life concerns and your work life obligations separate.

For additional information on any HIPAA-related topics, please refer to the URMS intranet site at http://sites.mc.rochester.edu/departments/hipaa/ . For any questions regarding HIPAA, please contact your Privacy Officer or HIPAA Security Official.